

Claims

What Is Claimed Is:

1. A method for multimodal communication comprising:
- maintaining, during non-session conditions and on a per user basis,
- 5 concurrent multimodal session status information of user agent programs configured for different concurrent modality communication during a session, and
- re-establishing a concurrent multimodal session in response to accessing the concurrent multimodal session status information.
2. The method of claim 1 wherein maintaining, during non-session
- 10 conditions and on a per user basis, concurrent multimodal session status information of user agent programs configured for different concurrent modality communication during a session includes storing, during a session, at least one of:
- location data indicating where last fetched information was obtained for each of a plurality of user agent programs used during a concurrent
- 15 multimodal communication session;
- information on which field has been filled by user input during the concurrent multimodal communication session and the field content; and
- current dialogue states for the concurrent multimodal communication session.
- 20 3. The method of claim 1 including the steps of:

detecting a joining of a session by a user;

accessing concurrent multimodal session status information;

if the accessed concurrent multimodal session status information indicates a prior concurrent multimodal session for the user, then re-establishing the
5 concurrent multimodal session identified by the concurrent multimodal session status information.

4. The method of claim 1 including the step of maintaining which devices are employed during a concurrent multimodal session to facilitate switching of devices during a concurrent multimodal communication.

10 5. The method of claim 1 including temporarily storing, during a session, modality specific instructions for at least one of a plurality of user agent programs that operate in different modalities with respect to each other to compensate for communication delay associated with modality specific instructions for a second of the plurality of user agent programs.

15 6. The method of claim 1 including the step of receiving multimode mute data and storing a record of which modalities for a multimodal communication are to be muted for a given session.

7. A multimodal apparatus comprising:

a concurrent multimodal session persistence controller operative to maintain, during non-session conditions and on a per user basis, concurrent multimodal session status information of user agent programs configured for different concurrent modality communication during a session and to re-establish a concurrent multimodal session in response to accessing the concurrent multimodal session status information; and

memory, operatively coupled to the concurrent multimodal session persistence controller, containing the concurrent multimodal session status information.

8. The multimodal apparatus of claim 7 wherein the memory contains at least one of:

proxy identification data indicating a previous proxy used in a prior concurrent multimodal communication session;

information on which field has been filled by user input during the concurrent multimodal communication session and the field content; and

current dialogue states for the concurrent multimodal communication session.

9. The multimodal apparatus of claim 7 wherein the concurrent multimodal session persistence controller accesses the concurrent multimodal session status information contained in the memory and if the accessed concurrent multimodal session

status information indicates a prior concurrent multimodal session for the user, facilitates re-establishment of the concurrent multimodal session identified by the concurrent multimodal session status information.

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